



Certificate IV in Travel and Tourism

SIT40116

- Nationally Recognised Training
- Traineeship Allowed
- This training is subsidised by the NSW Government

DURATION
18 Weeks

ATTENDANCE
Full Time

DELIVERY
Combination

START DATE
Enquire Now

LOCATION
Ultimo, Main Campus
651-731 Harris Street, Ultimo

STUDY COMMITMENT
30 Hours Per Week

How much time on average each week you will need to commit to successfully complete this course.

Hours include class attendance/participation, directed study, and any required work placements.

You may also need to do additional hours of self-directed study.

Studying with TAFE NSW

With over 25,000 industry connections*, teachers experienced in the latest industry trends plus state-of-the-art facilities, it's easy to see why TAFE NSW is Australia's largest training provider. Want even more reasons to study with us?

*TAFE NSW current employer database as of May 2017



85.9%
EMPLOYER SATISFACTION

NSW EMPLOYERS ARE VERY SATISFIED WITH THE QUALITY OF THE NATIONALLY RECOGNISED TRAINING WE DELIVER*



80%
OF GROWTH AREAS COVERED

WE OFFER TRAINING IN 80% OF THE OCCUPATIONS PREDICTED TO HAVE THE GREATEST GROWTH OVER THE NEXT 5 YEARS^



83%
GRADUATE SATISFACTION

TAFE NSW ENJOYS A RATING WELL ABOVE THE NATIONAL AVERAGE FOR THE OVERALL QUALITY OF TRAINING#



93%
WOULD RECOMMEND TAFE NSW

AS A TRAINING PROVIDER - NATIONAL VET AVERAGE 90%**

Source: ^ employment.gov.au, * Graduate Satisfaction Survey - Undergraduate [Quality Indicators of Teaching and Learning (QILT) - Course Experience Questionnaire 2017-2018]. * NCVET, Survey of Employers' Use and Views of the VET System, 2017. ** VET - NCVET Graduate Outcomes Survey 2018

OVERVIEW

Embark on a global career with our nationally accredited Certificate IV in Travel and Tourism. Learn from seasoned travel professionals about how to create life-changing experiences for your clients in this exciting industry.

LEARN NEW SKILLS

Through a mix of theory and practical coursework, learn to:

- Build customer relationships
- Operate tours
- Construct airfares
- Interpret product information
- Market travel and tourism destinations

DEVELOP YOUR TALENT

Develop the attributes to help you get ahead:

- Communication skills to connect with clients
- Customer service, collaboration and consultation skills
- Patience and attention to detail

ACHIEVE YOUR GOALS

Completing this course provides you with:

- National recognition as a qualified travel consultant
- Strong foundation for an exciting pathway to higher level qualifications

Career opportunities:

- Tourism marketing co-ordinator
- Call centre team leader
- Tourism marketing and product co-ordinator
- Senior retail consultant (tourism)
- Reservations sales

GROW YOUR CAREER

Continue your education adventure with further study:

- Diploma of Travel and Tourism
- Advanced Diploma of Travel and Tourism Management

ENTRY REQUIREMENTS

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

ENTRY REQUIREMENTS

There are no entry requirements for this course. You can enrol today.

Traineeship

TAFE NSW also offers the Certificate IV in Travel and Tourism as a traineeship. To be eligible to enrol in the course as a trainee you must:

- Be employed in the travel and tourism industry as this course is delivered in the workplace
- Have a signed traineeship contract

Thinking about a traineeship? Enquire today.

IS THIS COURSE RIGHT FOR YOU

To be prepared for this course, we recommend you have:

- Completed the Certificate III in Travel or relevant industry experience
- A sense of curiosity and adventure
- The ability to collaborate effectively
- Passion to deliver great customer service

If you need support in preparation for study, contact us about your options

ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we will need you to demonstrate that you can meet the additional requirements below.

To successfully complete this course, you will need:

- access to a computer or other device connected to the internet for connected classroom delivery. Delivery platforms are by Adobe Connect and Microsoft Teams. TAFE Ultimo Library provides access to computers if you do not have access to one. Headsets are essential if studying online from TAFE Ultimo Library.

OTHER COURSE INFORMATION

INFORMATION SESSIONS

To find out more about this course, meet our teachers and receive information about enrolment and next steps, attend an information session.

Date	Time	Location
Wednesday, 14 July 2021	3:00pm to 4:00pm	Ultimo Campus, Building W, Level 6, Room21

STUDY COMMITMENT

This is a full time, blended course. You will need to attend approximately 30 hours of class, over 4 days a week, for 18 weeks.

You may also be required to complete approximately 12 hours of additional study each week outside of class hours, including private study, research, assignment preparation.

IS THIS COURSE RIGHT FOR YOU?

This course offering is designed for people who:

- wish to gain entry-level employment in the retail sector of the travel industry with qualifications for advancement to team leading. Examples of retail travel roles are international travel consultant, personal travel organisers, airline sales agents, reservations sales agents and corporate travel consultants.

MORE ABOUT THIS COURSE

Attendance will be a combination of face-to-face and connected delivery classes while the COVID-19 pandemic restrictions continue.

SERVICES AND STUDY SUPPORT

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Smarthinking - after hours online study support service
- Easy computing online short courses
- Access to local TAFE libraries
- Accessibility and Disability Support Services
- Access to Read&Write learning support software at TAFE and at home

ATTENDANCE

The way you learn may change during your enrolment to ensure the best learning experience or to keep you safe as

COVID-19 restrictions change, and some of our face to face classes may change to online or virtual classroom learning. Also, to ensure that we keep you safe while studying, we may modify our face to face classes to meet physical distancing requirements and increased cleaning on campus. If work placement and the demonstration of practical skills are requirements of your course, there may be a modification or delay in the planned timeframe due to COVID-19 impacts. Be assured, we'll keep you informed every step of the way.

This course is currently scheduled on Tuesday from 9:30am to 4:30pm, Wednesday from 9:15am to 4:30pm, Thursday from 9:30am to 4:30pm, Friday from 10:00am to 4:30pm. This timetable may change and will be confirmed by your teacher.

FEE DETAILS

SUBSIDISED PRICES

FIRST QUALIFICATION *
\$1,570.00

SUBSEQUENT QUALIFICATION
\$1,840.00

TRAINEESHIP **
\$1,000.00

CONCESSION
\$240.00

NON-SUBSIDISED PRICE

FULL FEE
\$8,560.00

*If you are 35 years old or over and are looking for work you may be eligible for the mature age workers **Fee-Free** scholarship which will be verified at enrolment.

You may be eligible for the NSW Smart & Skilled **Fee-Free Traineeship which will be verified at enrolment.

WHAT DO THESE PRICES MEAN?

First Qualification Fee

Applies to a student who does not already hold a post-school qualification from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

Subsequent Qualification Fee

Applies to a student who already holds one or more post-school qualifications from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

Apprenticeship Fee

Eligible apprentices are exempt from fees when undertaking an apprenticeship under the NSW Government's Fee Free Apprenticeship. For apprentices who are not eligible, apprenticeship qualification fees are capped at \$2,000.

For more information visit the [Fee Free Apprenticeships](#) page.

Traineeship Fee

Applies to a student undertaking a traineeship qualification under a traineeship pathway, with fees are capped at \$1,000.

For more information visit the [Apprenticeships and Traineeships](#) page.

Concession Fees

Applies to eligible disadvantaged students who receive a specified Commonwealth Government welfare benefit or allowance. Concession fees are discounted, with flat fees applied across a qualification level.

For more information on concessions and exemptions, visit the [Smart and Skilled Fee Exemption and Concessions](#) page

on the Smart and Skilled website.

For more information on Smart and Skilled funding, visit the [Smart and Skilled](#) page.

SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process. Payment plans are available through TAFE NSW for Smart and Skilled eligible qualifications.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

ADDITIONAL RESOURCES

You will need to provide for yourself the following resources which you will keep when you complete your study: Be prepared to spend up to \$100 for entry fees, transport, etc. for scheduled field trips, excursions and tour projects.

READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

HOW TO ENROL

Enrolments for this course have now closed.

[Enquire now](#) and we will contact you when enrolments open. Visit our [Online Courses](#) to view our range of study options that you can start anytime.

UNITS

UNIT CODE	UNIT DESCRIPTION
SITTIND001	Source and use information on the tourism and travel industry
SITXCOM002	Show social and cultural sensitivity
SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXWHS003	Implement and monitor work health and safety practices
SITXCCS007	Enhance customer service experiences
SITXHRM001	Coach others in job skills
SITXEBS001	Use social media in a business
SITTTSL010	Use a computerised reservations or operations system
SITTTSL005	Sell tourism products and services
SITTTSL016	Provide specialist advice on cruises
SITTTSL003	Provide advice on international destinations
SITTTSL004	Provide advice on Australian destinations
SITTTSL009	Process travel-related documentation
SITTTSL006	Prepare quotations
SITTTSL013	Construct promotional international airfares
SITTTSL012	Construct normal international airfares
SITTTSL008	Book supplier products and services
SITTTSL002	Access and interpret product information

NEXT STEPS

Need more information? Call our customer support team on 131 601 or [submit an enquiry](#)